

**Gestão do conhecimento na Administração Pública: estudo de caso da Câmara  
Municipal de Nova Serrana - MG**

*Knowledge management in Public Administration: a case study of the Municipality of  
Nova Serrana - MG*

Nome do/a autor/a: Alessandro Virgolino Firmino Campos Lemos

Orientador: Prof<sup>ª</sup>. Doutora Sandra Firmino

Coorientador: Prof<sup>ª</sup>. Doutora Ana Lúcia Romão

*Trabalho de Projeto para obtenção de grau de Mestre  
em Administração Pública*

**ABSTRACT**

The present master degree in the modality of project addresses the evolution of knowledge in society and the development of knowledge management in organizations, as well as the general panorama of knowledge management and maturity models in public and private organizations, with an emphasis on Public Administration, more specifically in the Municipality of Nova Serrana-MG. In the development of this work, a systematic search in the literature was carried out to identify and differentiate the models of knowledge management and maturity applicable to public and private organizations, mainly, the model that was adequate to the Brazilian Public Administration. In this way, the knowledge management model for Public Administration and the maturity model of knowledge management for Public Administration used to fit into the reality of the Municipality of Nova Serrana-MG was proposed initially by Baptista (2012). General objective of the paper was to assess the knowledge management model of the Municipality of Nova Serrana-MG, with the following specific objectives, to know the knowledge management practices applied in the Municipality of Nova Serrana-MG; to characterize the knowledge management model of the Nova Serrana-MG City Council; to measure the degree of maturity of

knowledge management in the Municipality of Nova Serrana-MG; and to present proposals for improving knowledge management at the Nova Serrana-MG City Council. In order to achieve these objectives, a theoretical foundation and a case study were carried out based on the adequacy of the knowledge management and maturity model developed by Batista (2012) to the reality of the Nova Serrana City Council, with presentation at the end of proposals for improvements to the specific case.

**Keywords:** Knowledge management. Maturity of Knowledge Management. Public administration. Municipality. Brazil.